Questions and Answers:

External KM/CoP Implementation
1. (Q) Where do think we will approach the tipping point?
   (A) The organization is full of passionate people, see help coming from people after hours. People at lower levels are moving up management chain, they see value and continue use after they are promoted. There is continued growth – the tipping point will come.

2. (Q) How long did it take to train people?
   (A) 2 hour sessions, a little longer for leaders. The overall process is about 3 years.

3. (Q) Could you provide more info on "facilitate lurking"?
   (A) Encourage content searching as a beginning, get them interested to help them develop to the next level of participation.

4. [General comment] Bass fishing, providing structure to encourage people to lurk
   (A) People lurk because they are curious. Encourage that to get more interaction within the group.

5. [General comment] Army, e-training, probably very supportive of CoP
   (A) We don't have time for the old way of training, we're trying to maintain life-long learning with the resources of today.

6. (Q) Can any military overseas reach the info?
   (A) Yes.

Future CoP Structure – Zach
1. (Q) Is there a difference between work groups and CoPs?
   (A) The infrastructure can support both entities. It's currently being used as something to solve a problem, but we need to be able to push learned info back into the larger collective.

2. (Q) Can a CoP have many workgroups attached to it?
   (A) We would like to see that happen, may need to vet that request. (This may occur in January 2006)

3. (Q) Can there be an organization of two groups with threads between?
   (A) Would want to use a tagging structure to allow that connection. The ways to organize are limitless (disciplines, projects, etc.).

4. [General comment] Open communities vs. closed, program/project communities

5. (Q) Could we have a workgroup expose a document to a greater CoP, then suck it back?
   (A) That would be good to do.

6. (Q) Why do you say a CoP is made up of only people with similar interests? Shouldn't that be a community of interest?

7. [General comment] Want to encourage gathering of people with dis-similar interests, needs.
   (A) Agree.

8. [General comment] Bob Loomis' thoughts on what a CoP is (community with ties to multiple work groups), and that a workgroup can have ties to multiple CoPs – this may be a way to dissociate work with where people are located.

9. (Q) What is the search in PBMA – is it content search or titles?
   (A) It's a full text search, not a search of knowledge registry.

10. [General comment] Understand pitching from the IT tool perspective, but people are going to be the ones to build the relationships - it's a training tool, there's two parts.
    (A) Enterprise architecture, always had user requirements driving the design, love to hear input.

11. [Sue comment] Looking to improve our outreach efforts, you're right and we're looking to try and continue to promote the people process. We better make sure to get that in.

12. (Q) Are we taking our metrics to another level?
    (A) We try to look at what people are trying to use.

13. (Q) Can you see the metrics at the workgroup level?
    (A) Yes.

14. [Sue comment] We want to incorporate the human activities to share, to manifest into the tool.

15. (Q) Best practices, how to keep your group engaged, are we going to talk more about how to do those kinds of things?
    (A) Really good comment. We're coming out of Stone Age, we want to take the info gained from the workshop to help drive future development.

16. [General comment] Tying training back with CoPs, use to help attract
    (A) Agree, part of the engagement.

17. (Q) On the technical side, are there plans to work with NASA's SML?

18. [General comment] Training, learning, socialization – important for KM, but PBMA besides being a KMS, it's a program to ensure safety and mission success promoting awareness.

19. [General comment] It's been hard to get the message across, we need good talking points and a clear message, doesn't matter where in agency, all should know what PBMA is all about.
    (A) Agree, need to get back into more activity with PBMA champions, too.

Build and Engage CoPs – Jennifer
1. (Q) Clarification on products of workgroups vs. CoPs.
    (A) Needed a little repeat of previous info given.

2. [General comment] Welcoming as part of engaging, something comes when system identifies a lurker to welcome them, something to say what the site is all about.

3. [General comment] Maybe a match up after looking at knowledge registry, how to link up to workgroups.
    (A) Defining skill set.

4. [Ron comment] Right now only have a common set for functionality (in KR).

5. (Q) Training coming for how to set up and run the CoP, or is it the responsibility only of founders to provide?
    (A) Sue talked about facilitation by PBMA to help workgroups grow and survive (Sue personally taking action).

6. [General comment] Example situation that an employee is leaving – ties between X-500, workgroup, and/or KR maybe showing people are no longer available, maybe how to locate them later.
    (A) Sue Lict, categories to check on what a person is interested in doing after they leave.

7. (Q) Is there a way to see the participation of the members in the workgroup?
    (A) Yes, in administration. Didn't want to have automated drop-off of members.